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SEARCH REQUEST FORM

Scientific and Technical Information Center

JOSEPH THOMAS

SUPERVISORY PATENT EXAMINER

Requester/Assignee/CENTER: Boile Akinlola, Part 1

TECHNICAL FIELD: Information Technology

Art Unit: 3626

Phone Number 305-0168

Examiner #: 78752 Date: 10/30/03

Serial Number:

Mail Box and Bldg/Room Location: PL5 - 7020 Results Format Preferred (circle): PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: System & Method for Measuring & Managing Performance in an Information Technology Organization

Inventors (please provide full names): Suzanne M Jordan

Patrick W. McWhorter, David B. McNeil, Nana M. Pantilius-Yap

Earliest Priority Filing Date: 09/03/2002

For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

Looking for the following combinations in a system/method for identifying user (customer) goals and determining appropriate metrics that measure how well customer behaviors correlate to customer goals:

- ① building a measurement model (work product) by building two draft measurement models (a first & 2nd draft measurement models)
- ② building the first draft measurement model by executing two Prioritization Processes (i.e. a first & second prioritization process)
 - a) first prioritization process - determining for each measure/metric the relationship between the behavior measured by the metric & the metric (i.e. correlation between the metric & the behavior)
 - b) second prioritization process: determining for each measure the relationship with each other measure (i.e. correlation among all the measures)
- ③ Building the 2nd draft measurement model by executing one

STAFF USE ONLY

Searcher: Boile Akinlola

Searcher Phone #: 308 6150

Searcher Location: E1C 3600

Date Searcher Picked Up: 10/30/03

Date Completed: 10/31/03

Searcher Prep & Review Time: 120 m

Clerical Prep Time:

Online Time: 150 m

Type of Search

NA Sequence (#):

Vendors and cost where applicable

STN:

AA Sequence (#):

Dialog:

\$1,717.00

Structure (#):

Questel/Orbit:

Bibliographic:

Dr.Link:

Litigation:

Lexis/Nexis:

Fulltext:

Sequence Systems:

Patent Family:

WWW/Internet:

Other:

Other (specify):